

FIG. 1

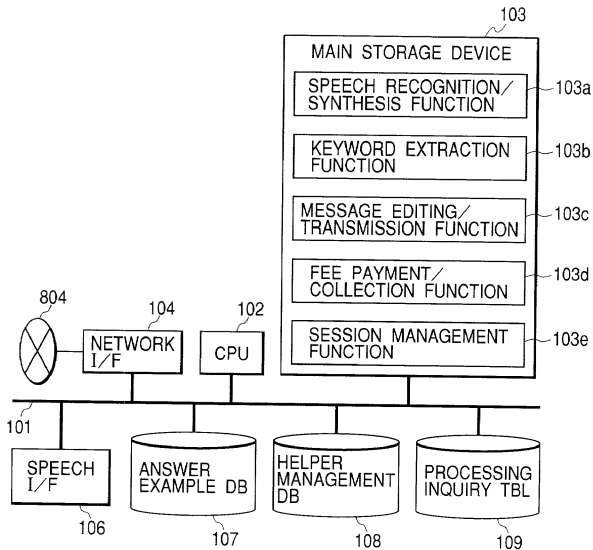


FIG. 2

HN	KEYWORD	ACCESS INFORMATION	TRANSMISSION METHOD
0001	C LANGUAGE PERSONAL COMPUTER HTML ⋮	PHONE NUMBER MAIL ADDRESS URL ⋮	PAGER
0002	LODGMET TRAVEL AGENCY ⋮	PHONE NUMBER MAIL ADDRESS URL	MAIL
0003	ITALY SHIBUYA HOT SPRING ⋮	PHONE NUMBER	PHONE

FIG. 3

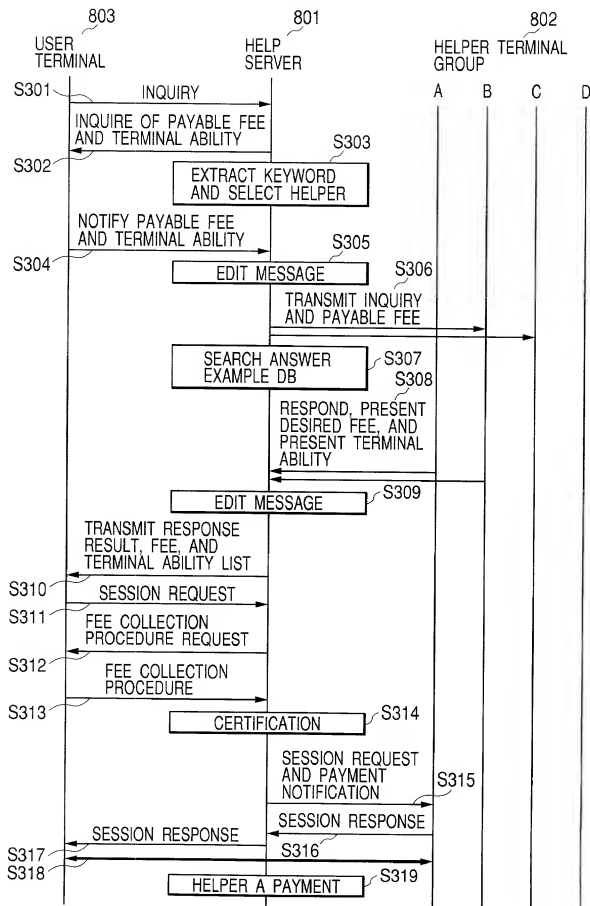


FIG. 4

CHK	MESSAGE	COMMUNICATION ABILITY OF HELPER TERMINAL	FEE
401 <input type="checkbox"/>	VARIOUS HOTEL INFORMATION IS PROVIDED. PHOTO IS ALSO PROVIDED. BY TV PHONE	TV PHONE VOICE PHONE E-MAIL	¥ 300
402 <input type="checkbox"/>	I WENT LAST WEEK	VOICE PHONE	FREE
403 <input type="checkbox"/>	HISTORY (2000-03-30)	E-MAIL	FREE

FIG. 5

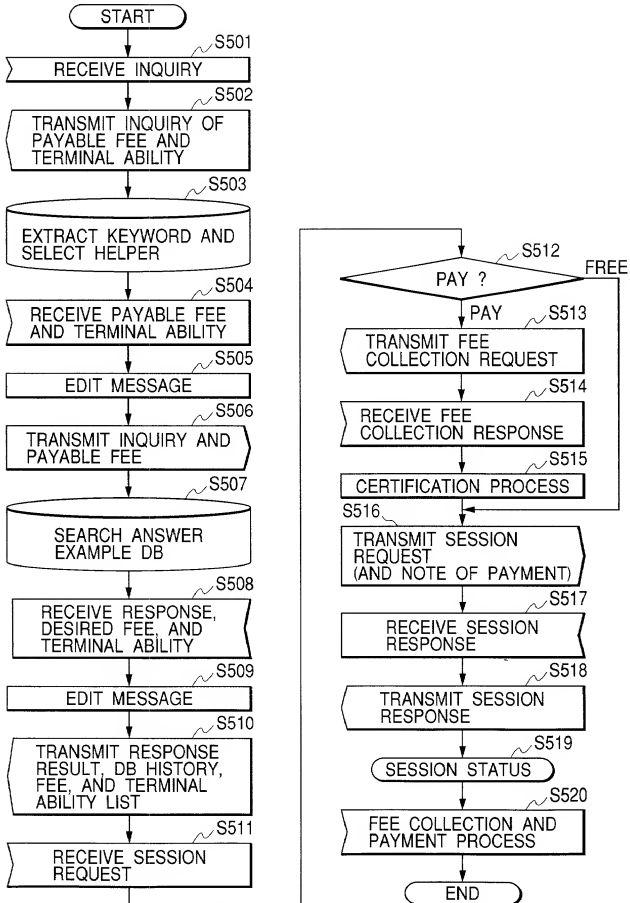


FIG. 6

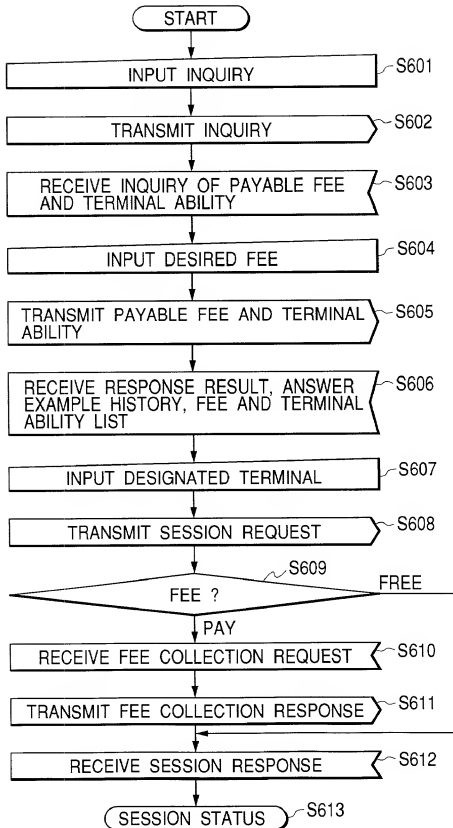


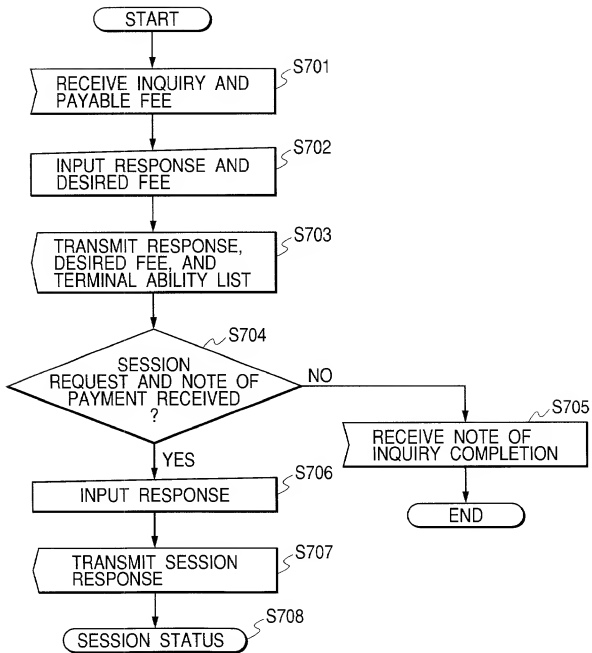
FIG. 7

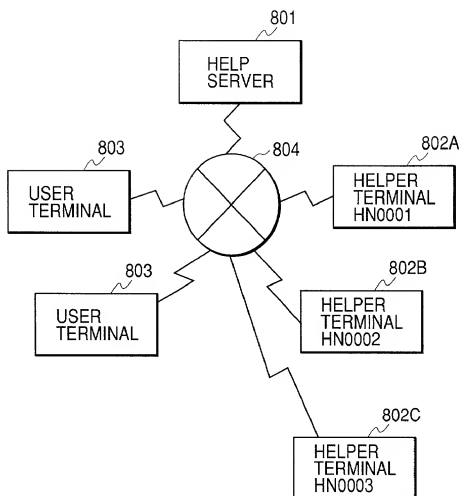
FIG. 8

FIG. 9

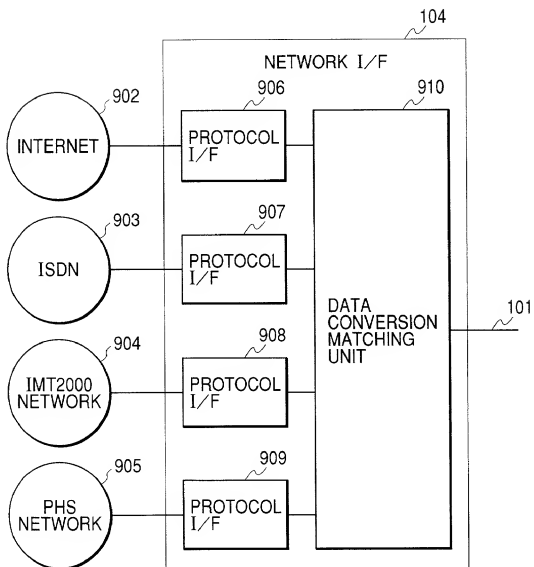


FIG. 10

QN	1001 USER NUMBER	1002 USER COMMUNICATION ABILITY	1003 INQUIRY CONTENTS	1004 OBJECT HELPER NUMBER	1005 ANSWER/ COMMUNICATION ABILITY FEE
0001	0123	VOICE PHONE TV PHONE E-MAIL	I WANT TO KNOW MANY ABOUT HOTEL IN ROME	0002	... TV PHONE VOICE PHONE E-MAIL
				0003	... VOICE PHONE
				ANSWER EXAMPLE 01	... E-MAIL
0002	5432	TV PHONE VOICE PHONE	SOUND FROM PERSONAL COMPUTER IS NOT DISABLED	0001	... VOICE PHONE
				0005	... TV PHONE
				ANSWER EXAMPLE 67	... E-MAIL